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Latimer, Becky

From: Latimer, Becky
Sent: Friday, June 7, 2019 10:17 AM
To: [REDACTED]
Subject: Docket 2018-358-WS

Dear Mr. Robby Morris,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2018-358-WS - Verified Application of Carolina Water Service, Incorporated for Approval of Annual Rate Adjustment Mechanisms and Petition for an Accounting Order to Defer Expenses

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2018-358-WS - Verified Application of Carolina Water Service, Incorporated for Approval of Annual Rate Adjustment Mechanisms and Petition for an Accounting Order to Defer Expenses - <https://dms.psc.sc.gov/Web/Dockets/Detail/116911>

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
 Becky Latimer
 Clerk's Office/Administrative Coordinator
 Public Service Commission of South Carolina
 803-896-5100
Sign up for Meeting Agenda Alerts: Text PSCAGENDAS to 39492



* Required Fields

Date: 6-6-2109

**Letter of Protest
in Docket 2018-358-WS**

Protestant Information:

Name : Robby Morris

Mailing Address:

City: Lake Wylie

State: SC

Zip: 29710

Phone:

Email:

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a customer of Blue Granite Water Company (BGWC).

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

BGWC, although already having exorbitant rates, seeks rate increases way too often and then fail to perform their responsibilities. For example, there are numerous 'boil water advisories' each year. In several instances they have failed to notify some customers, admitting to me their notification system "doesn't always work well," exposing us to unhealthy water. I have lived in 13 places across the country over 63 years and have never had this situation before where there are issues so often. In most places I've lived, there were *never* any boil advisories. BGWC is obviously *Not* maintaining the water system components.

They also fail to plan so that a satisfactory level of service is maintained. Currently, we in Lake Wylie are on a months-long water restriction and BGWC attempts to blame this on customer consumption increasing. Complete baloney on their part as their own statistics will tell them that every year after winter and spring rain periods of low use the water usage goes way up due to lawn watering, car washing, new flowers, etc. – this is no surprise to anyone. The consumption also has gone way up due to the tremendous building/growth in the area. Through the County planning/zoning and construction processes BGWC is well aware of the upcoming new residences/businesses they are providing service to and yet they have failed to plan ahead to acquire the additional required capacity. They tell us they are now hoping to have another water tower by the end of 2020 – why do they not have it now to meet the known, planned capacity instead of instituting drastic restrictions and hoping to buy water from another source (Charlotte, NC)?

BGWC should not be given any increase in 'base' rates for water or sewer. If any rates are increased now or in the future, they should only be based on usage amounts. Why? The BGWC base rates are sky high compared to other utilities and areas. The result is when you are gone for a period, or do not use any additional water for lawns, cars, etc. your monthly bill barely changes. Some folks leave for a second home for months and their bill hardly goes down – this is in sharp contrast to rate structures for Duke Energy and York County Natural Gas (YCNG). With Duke and YCNG, when your usage is low or you are gone on vacation your monthly bill goes way down, as it should. This is a major source of frustration for most BGWC customers, we get poor service, and there's no way to even save on your bill because the base rates they are allowed are so high and such a large percentage of one's bill. This should be rectified by restructuring their rates, or at least only allowing usage rate increases as

mentioned. Thank you.

Lastly, my biggest fear is they are bleeding us dry by extracting the maximum profit possible through their rate increases while letting the system infrastructure degrade to the point where major, very costly replacements will be required and then they will cry to the PSC for a HUGE increase or fee because they can't afford the replacements. Are they planning ahead and doing the periodic replacements/maintenance required now? Is the PSC or some unit at York County monitoring and ensuring they are doing this? If not, it should be instituted immediately; this out-of-state company is not interested in providing good service or do they care about their Lake Wylie customers. We need someone in our state or county government to closely watch them and strictly enforce compliance with standards.

3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? *

No.